

**PRE-PROPOSAL CONFERENCE MINUTES –
Wednesday, January 7, 2015
Department of Health and Mental Hygiene (DHMH)
Office of Eligibility Services (OES)**

**RFP – Maryland Medical Assistance: Managed Care Enrollment Broker Services
DHMH-OPASS # 15-14275
eMM# MDM0031018113**

The Pre-Proposal Conference was held on Wednesday, January 7, 2015 at the Maryland Department of Health and Mental Hygiene Offices, Conference Room L-3, 201 W. Preston Street, Baltimore, MD 21201. The Pre-Proposal Conference began at approximately 1:00 p.m.

Pre-Proposal Conference Attendees:

Department of Health and Mental Hygiene (DHMH) Office of Procurement and Support Services (OPASS):

- Theresa Ammons - Contract Officer, Office of Procurement and Support Services

Office of Eligibility Services (OES):

- Patricia Rutley- Johnson- OES Procurement Coordinator
- Shirley Maas, Chief – Division of Beneficiary Enrollment Services
- Ingrid Green, Enrollment Broker Contract Monitoring and Evaluation

Potential Offerors:

- Joe Cini- Automated Health System
- Ralph Williams, Access Management
- Damon Williams, Maximus
- Anene Onyeabo, IGS
- L. Coatte, Cognosante
- Josephy Conley, SQN Systems

Summary of Solicitation – Patricia Rutley -Johnson provided an overview of the Summary Statement in Section 1 – General Information of the solicitation, which included the following information:

The Department is issuing this Request for Proposals (RFP) – RFP – Maryland Medical Assistance: Managed Care Enrollment Broker Services DHMH-OPASS # 15-14275 eMaryland Marketplace# MDM0031018113, to contract with vendor to design, develop deploy and operate an Enrollment Broker for Maryland Medical Assistance's HealthChoice Program .

Procurement Overview – Theresa Ammons, OPASS- The Department intends to make a single award as a result of this RFP to the Offeror whose proposal is deemed to be the most advantageous to the State.

Minutes from today's meeting and all questions will be posted on the following web sites:

eMM – <http://eMaryland.buyspeed.com/bso>

DHMH – <http://dhmh.maryland.gov/sitepages/home.aspx>

Procurement Process - Theresa Ammons reviewed the procurement process, which included the following information:

Carefully review **Section 1 – General Information** beginning with page 7 of the RFP. As noted, DHMH/Office of Eligibility Services has issued this RFP to provide the Department with comprehensive Enrollment Broker services which will enroll eligible Medicaid recipients into Maryland's HealthChoice Program and assist them in choosing a Primary Care Provider (PCP).

The RFP and all subsequent documentation regarding this solicitation will be posted on eMarylandMarketplace (www.eMaryland.buyspeed.com/bso) and DHMH (www.dhmh.maryland.gov/opass/SitePages/Home.aspx) websites. Please note that an Addendum #1 was posted to these websites on 12/29/14 to correct the issue date listed on the cover page. Please remember that in order to receive a contract award, a vendor must be "registered" on eMM. Registration is free. Review **Subsection 1.8** for details.

Carefully review **Subsection 1.9 – Questions** regarding how to submit questions subsequent to this Pre-proposal Conference. Questions to the Procurement Officer, Michael Howard, with a copy to the Procurement Coordinator and myself shall be submitted via [http://dhmh.solicitationquestions@maryland.gov](mailto:dhmh.solicitationquestions@maryland.gov). Questions should be submitted no later than five (5) days prior to the proposal due date. The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the proposal due date. So try to get any questions to us ASAP.

The Department received questions from two prospective Offerors prior to this meeting. In a few minutes the program will share both the questions and the Department's answers. These Q/A will be posted to eMM and DHMH websites as required.

Again, the contract resulting from this solicitation will be in effect for two (2) years beginning on or about **October 1, 2015 and ending September 30, 2017** plus two one-year renewal option periods.

Subsection 1.30, page 20 is regarding **Payment by Electronic Funds Transfer**. Carefully review this clause. By submitting a response to this solicitation, the Offeror agrees to accept payments by electronic funds transfer (EFT) unless the State Comptroller's Office grants an exemption. Payment by EFT is mandatory for contracts exceeding \$100,000. This section goes into detail on how to register or request an exemption.

1. **POINTS EMPHASIZED:**

- A. The Procurement Method used for this solicitation is **Competitive Sealed Proposal**. There are several steps involved in this method so your attention to the solicitation document is crucial to the successful submission of your proposal.
- B. The **Offeror Minimum Qualifications** are listed in Section 2 – subsection 2.1 on page 29. As noted, the Offeror must provide proof with its proposal that the minimum qualifications have been met.
- C. The **Scope of Work –Requirements** listed in Section 3 – subsection 3.2, begins on page 31. This is the “meat” of the solicitation that will give you a clear understanding of what the Department expects of the successful Offeror in the provision of the services.

D. **PROPOSAL FORMAT**

Offerors are required to submit their responses to the RFP in two parts. **Section 4 – PROPOSAL FORMAT** (beginning on page 66) clearly lists all submission requirements.

- Your proposals shall be submitted in separate volumes:
Volume I – Technical Proposal (separately sealed).
Volume II – Financial Proposal (separately sealed)

Subsection 4.2 - Proposals (page 66):

Volume I – Technical Proposal lists all of the documents and information required with your Technical Proposal. Give special attention to Subsection 4.4.3 (Additional Required Technical Submissions).

A 29% MBE goal has been established for the contract resulting from this RFP. Be sure to complete the MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D1). This attachment must be provided in a separately sealed envelope.

A .5% VSBE goal has also been established for the contract resulting from this RFP. Be sure to complete the Veteran-Owned Small Business Enterprise form (Attachment M-1). This attachment must be provided in a separately sealed envelope.

The following number of Technical Proposals are required: 1 original unbound; 7 unbound copies; 1 electronic version (CD or DVD) in Microsoft Word Format; and a second electronic version in searchable pdf format (CD or DVD) for Public Information Act (PIA) requests. This copy shall be redacted so that confidential and/or proprietary information has been removed.

- E. To simplify the submission, Subsection 4.4 – The Technical Proposal - shows where documents and information should be included in the Technical Proposal.

Section 4.5 - Volume II – Financial Proposal (page 73):

- F. Under separate sealed cover from the Technical Proposal and clearly identified in the format identified in Section 4.2 “Proposals”, the Offeror shall submit one original unbound copy, 7 unbound hard copies, and 1 electronic version (CD or DVD) in MS Word of the Financial Proposal.

The Financial Proposal Instructions and the Financial Proposal Form are found in **Attachment F** (pages 127 - 132). If there are any questions regarding the Financial Proposal Form, please direct them to program staff present here today.

- G. The **Evaluation Committee, Evaluation Criteria and Selection Procedure** are outlined in Section 5 (beginning on page 74). Your proposals will be evaluated by a committee organized for that purpose and will be based on the criteria set forth in the RFP.

The **Technical Criteria**, listed in descending order of importance, can be found in Subsection 5.2. (pages 74 - 76) with the **Financial Criteria** listed in Subsection 5.3 (page 76)

The **Selection Procedure** is highlighted in Subsection 5.5 (pages 76 - 77). As noted, the contract will be awarded to the responsible Offeror that submitted the proposal determined to be the most advantageous to the State considering technical evaluation factors and price factors as set forth in the RFP.

Documents Required Upon Notice of Recommendation for Contract Award is listed in Section 5.6 (page 77)

- H. Within 5 days of being notified of its recommendation for award, the offeror must complete and submit Contract Affidavit set forth in Attachment C.
If there is a question of who your Resident Agent is, please call the State's Corporate Charter Division at (410) 767-1330. The office is located at 301 W. Preston Street.

Please note that the contract shall not become effective until the Contract Affidavit is signed and returned after official notification.

- I. Other than composing your technical and financial proposals, the most important matter is to get your proposals to us by the date, time, and location listed. Your proposals are due no later than **Tuesday, February 3, 2015 @ 2:00 pm**. The address for receipt of proposals is listed on the Key Information Summary Sheet.
No proposals will be accepted after 2:00 p.m. Please note that the proposals

come to DHMH headquarters at 201 W. Preston Street to my attention, Room 416B.

Please address your proposal packets to the same address listed.

- J. The three acceptable means of delivering a proposal are (see subsection 4.3 Delivery):
1. The U.S. Postal Service
 2. Hand Delivery by Offeror - ask for receipt
 3. Hand Delivery by Commercial Carrier - ask for receipt

Ms. Ammons reminded the attendees that if after this Pre-Proposal Conference prospective offerors may have questions answered that may help them understand the RFP, etc. Just keep in mind that the answers to your questions, if they are significant in nature, shall be posted on the eMM and DHMH websites. Therefore, please allow sufficient time for this to occur.

If you have any comments/questions about the procurement process, please contact me at 410.767.1361 or Theresa.ammons@maryland.gov.

Scope of Work, Section 3 – Shirley Maas summarized the Scope of Work, which included the following information:

The State is issuing this solicitation for the purposes of procuring comprehensive solutions in the design, development, deployment and operational performance of an Enrollment Broker for Medicaid's Health Choice Program. Since the initial procurement in 1997, the contracted Enrollment Broker has performed functions directly related to the enrollment of Medicaid recipients into managed care organizations (MCOs). The contractor will be required to:

- Help with the enrollment into HealthChoice and assist with choosing an MCO and a PCP (primary care provider) and maintain a PND database; obtain Health Service Needs Information; enrollment processing; and printing and mailing HealthChoice Program materials and obtain any third party liability information.
- Provide a call center that will be available from 7 AM to 7 PM Monday through Friday with the exception of State and Federal holidays. Operate and maintain an English and Spanish toll-free line. Ensure that the staff operating the phone lines are knowledgeable about HealthChoice benefits and services.
- The Contractor shall provide, operate, monitor, maintain and support a telephone system that meets all telephone system and call center requirements.
- The Contractor is required to implement and maintain an Enrollment Information System (EIS) that supports all functions of the enrollment broker process. They will be required to accept from the Department a daily file with confirmed and auto assigned

enrollments, rejected enrollments, cancelled enrollments, demographic changes, and miscellaneous transactions.

- The Contractor is required to provide the Department with a daily file of enrollment requests, disenrollment requests, and miscellaneous enrollment broker transactions.
- The Contractor is required to provide the MCOs with a daily file of enrollments, disenrollments, PCP information, HSNI information, TPL information and DDM information.
- The Contractor is required to perform general operational tasks such as having adequate personnel and resources in place to meet the requirements for receipt, processing, and transmission of all HealthChoice enrollment information to and from the Department and to the MCOs. This includes a sufficient supply of all hardware, software, communication and other equipment necessary to perform the duties specified in the RFP. The Contractor also needs to have sufficient access to equipment, software, and training necessary to accomplish its stated systems duties in a timely and efficient manner.

Questions

Conference attendees asked several questions that will be posted to eMM/DHMH websites along with the Department's responses.

The Pre-Proposal Conference adjourned at approximately 2:00 p.m.

Submitted by: Patricia Rutley-Johnson, Procurement Coordinator
Department of Health and Mental Hygiene
Office of Eligibility Services
201 W. Preston Street, Room L-9
Baltimore, Maryland 21201